Series 100 Support Guide

HEWLETT PACKARD

If you have questions which are not answered in the product manuals, call your dealer or Hewlett-Packard for assistance. See the "Answers to Your Questions" section of this booklet for details.

This *Support Guide* describes the complete set of support products and services available for the Series 100. After your system is installed, we suggest that you review this booklet to ensure that you will get the most from your investment.

What's In This Guide?

To help you make the most productive use of your Series 100 systems, Hewlett-Packard and HP Personal Computer Dealers work together to offer a comprehensive, flexible, and realistic set of quality support services.

All aspects of personal computer support are covered:

2 ***Answers to your Questions***... professional telephone assistance to supplement the system and software manuals.

4 ***Training***... to bring you rapidly up-to-speed.

5 ***The Series 100 Communicator***... this magazine keeps you up-to-date and provides solutions for common problems.

5 ***Software and Manual Updates***... you can rapidly obtain software and manual revisions to keep your system current.

6 ***Consulting***... professional software assistance at your facility.

6 ***Replacement Discs***... if one of your master discs is damaged, you can promptly obtain a replacement.

7 ***Supplies***... quality supplies and accessories, such as flexible discs or thermal paper.

7 ***Hardware Maintenance***... here's how to obtain repair service during or after the warranty period.

9 ***Warranty Statement***... the terms of your 90-day limited warranty.

11 ***Repair Information Form***... to send with your product if it should require repair.

13 ***Directory***... how to find an authorized dealer, an HP Sales and Service Office, or a Repair Center.

Answers to Your Questions

We stand behind every product we sell—including not only the software developed by Hewlett-Packard but also the industry-standard software packages we provide.

The level of capability provided by advanced personal computer software—together with the rapid evolution of this field—means that you will occasionally have questions which are not answered in the product manuals or in the *Series 100 Communicator.*

Depending on how your system is purchased and how it is used, the optimum source of assistance may be Hewlett-Packard, your dealer, or your own organization:

Your Direct Line to Hewlett-Packard

To provide answers to your questions on software distributed by Hewlett-Packard, HP's Phone-In Software Assistance service is available to you at no charge. You call a Phone-In Software Assistance Center in your region or country; a phone-in coordinator determines the type of question and arranges for the appropriate HP support representative to call you. Using a full set of Series 100 software and documentation—together with computer knowledge, problem-solving skills, and access to further assistance via HP's worldwide telecommunications network—the support representative works with you to resolve your question.

To obtain the Phone-In Software Assistance number for your area:

- In the U.S. call 800/FOR-HPPC.
- In Canada, call 1-800/267-6115.
- In other countries, call your HP Sales and Service Office—ask for "Personal Computer Phone-In Assistance."



Assistance From Your Local Dealer

If your system is purchased from a dealer or system house, they have worked with you to define your application and configure your system—perhaps selecting software or peripherals not supplied or supported by HP. Here, your dealer is the best source of assistance—knowing you, your needs, and your configuration well. Of course, your dealer is backed up by special support resources within HP.

Optimized Assistance from Your Own Organization

If yours is a large organization using Series 100 systems in a networking environment, the best software support source may be your central MIS or data processing department. They have full knowledge of your organization's overall system: your internally developed programs, your unique operating and networking procedures... plus your specific hardware and software configuration. The central support personnel, in turn, can call on special resources within Hewlett-Packard.

Software from Third Parties

Some Series 100 software packages were designed by other companies but are marketed and supported by Hewlett-Packard. There are many other products for the Series 100 which are marketed by independent organizations—referred to as "third parties" or "independent software vendors." Support for these products comes from the software vendor or the dealer who supplied the software.

Training

The Series 100 and its application programs are designed for ease of use and ease of learning. Classroom training courses can help your first-time computer users rapidly build confidence and gain new skills in a supportive environment away from the day-to-day job.

As HP training courses are developed, they are listed in the ***Series 100 Communicator.*** Currently available courses include:

Introduction to Personal Computers
This one-day course, Product 35119A, is for managers and professionals who are new to personal computing. It provides hands-on experience with an HP personal computer. The objective is to help you become comfortable with personal computers through understanding and actual use: you learn the fundamental terms, you solve financial problems with a spreadsheet program, you use word processing and graphics... plus there is a non-technical discussion on how a computer works.

Introduction to WordStar®
This half-day course is for users who are new to computers; it provides an introduction to the Series 100 and the use of Series 100/WordStar. Upon completion, you will be able to produce memos with WordStar... and use the WordStar manuals to learn further skills.

Series 100/SpellStar™ and Series 100/MailMerge™
Going beyond the introductory WordStar course, this half-day segment teaches you how to check documents with SpellStar and how to produce mailings with MailMerge.

These courses can be taught at your facility using your own systems—or training to suit your specific needs can be designed and given through HP's Business Computer Consulting Service.

Many dealers teach similar courses or arrange for Hewlett-Packard to teach courses in your area—contact your local dealer for details.

To discuss training: call your local dealer or HP office. Refer to the "Directory" section of this booklet for assistance.

WordStar® is a registered trademark of MicroPro International Corporation.
SpellStar™ and MailMerge™ are trademarks of MicroPro Corporation.

The *Series 100 Communicator*

The ***Series 100 Communicator*** is the heart of the support program. This magazine brings you application information, operational tips, programming techniques, information on software updates, manual corrections, and data on known software problems and their solution. The ***Communicator*** is both a reference to everything current on the system and your window into the continually expanding world of the Series 100. Subscriptions are available as Product 45530N.

To order Communicator subscriptions or back issues... call your dealer or HP:

- To locate a dealer, call 800/FOR-HPPC in the U.S. or contact your local HP office—ask for "Personal Computer Dealer Sales."
- To order from HP, check the "Directory" section of this booklet for the HP computer supplies telephone order number for your country—or call your local HP office.

Software and Manual Updates

As the Series 100 is improved—to add new features, to work with new peripherals, or to correct problems—updated software and manuals are made available to current owners.

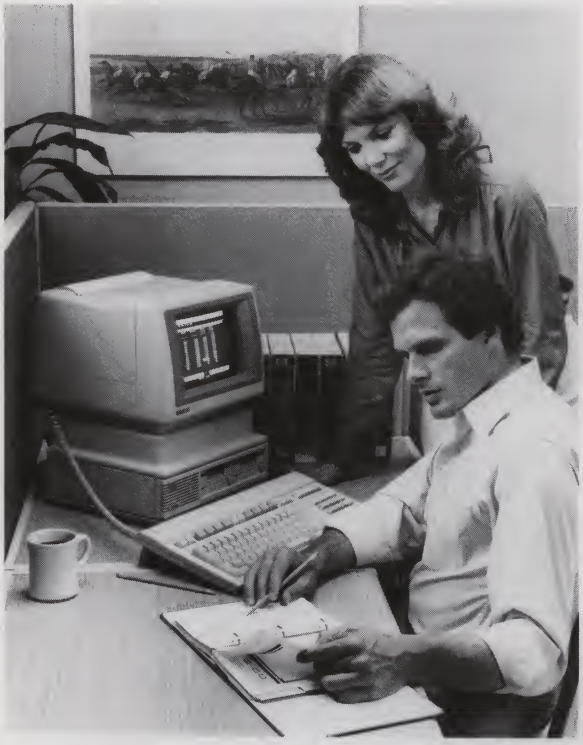
- Software Update Kits contain the latest software... and any new manuals or manual updates issued since the original manual. A kit is provided at a nominal charge in exchange for your original master disc as proof of purchase. You continue operating as usual with your work copy of the software. The kits are available through your dealer or from HP; the *Communicator* provides ordering information.
- Minor documentation corrections are given in the *Communicator;* for extensive manual revisions independent of software changes, change packages are available through your dealer or HP.
- Each application package includes a complete Tutorial/Reference Manual; in addition, many include a pocket-sized Quick Reference Guide. For the other users of your system, extra copies of the Quick Reference Guides are available from your dealer or HP.

To order software and manual updates... check the current issue of the ***Communicator*** for ordering instructions. If you need further assistance, call your dealer or HP Phone-In Software Assistance Center. Refer to the "Directory" section of this booklet for contact information.

Consulting

You may require technical consulting beyond the scope of Phone-In Software Assistance. HP's Business Computer Consulting Service, available by the hour (Product 35021A) or by the day (Product 35032A), provides personalized assistance in system operation, recommendations for improved performance, or suggestions on application design. Your dealer or system house may also have consulting services available.

To discuss consulting... call your local dealer or HP office. Refer to the "Directory" section of this booklet for assistance.



Replacement Software Disks

The master-copy/work-copy technique used by the Series 100 is designed to minimize the risk of damage to your master software discs due to handling or human error. Should this occur, Software Exchange Kits are available for all Series 100 software packages distributed by Hewlett-Packard.

To order replacement software discs... check the current issue of the ***Communicator*** for ordering instructions. If you need further assistance, call your dealer or HP Phone-In Software Assistance Center. Refer to the "Directory" section of this booklet for contact information.

Supplies and Accessories

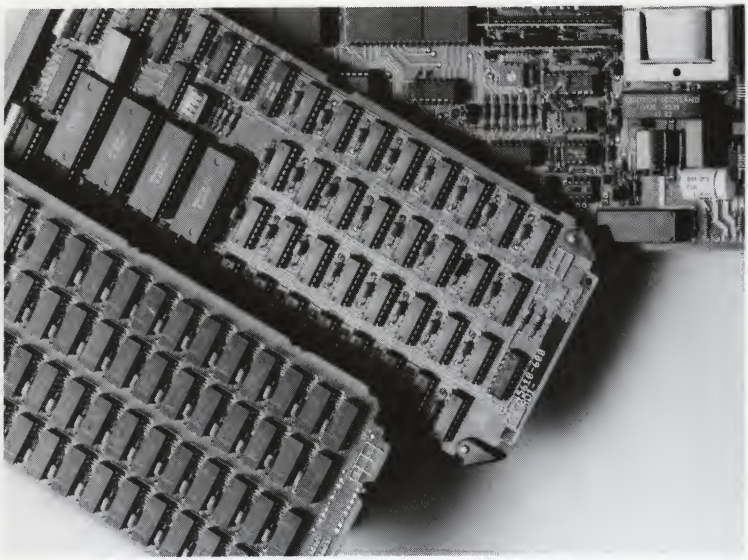
For optimum performance of your system, it is important to use quality media and operating supplies. Flexible discs, thermal printer paper, and plotter pens specifically matched to your system—as well as *Communicator* back issues, books, and accessories—are available from your local dealer or, if this is not convenient, by telephone from Hewlett-Packard.

To order supplies and accessories... call your dealer or HP:

- To locate a dealer, call 800/FOR-HPPC in the U.S. or contact your local HP office—ask for "Personal Computer Dealer Sales."
- To order from HP, check the "Directory" section of this booklet for the HP computer supplies telephone order number for your country—or call your local HP office.

Hardware Maintenance

Recognizing that mechanical parts do wear... and that electronic devices do occasionally need service, high-quality professional hardware support is provided through HP Personal Computer Dealer Repair Centers and the worldwide network of HP Sales and Service Offices. Larger organizations may elect to perform their own maintenance... backed up by HP parts and expertise.



Maintenance by Hewlett-Packard

- Under a *Field Repair Center Maintenance Agreement*, you send the product to a nearby HP Field Repair Center, where it is repaired within three working days. This contract is priced below the average cost of per-incident service. In addition, you get higher-priority service... and your costs are pre-budgeted, with no chance of an unexpected expense.
- *On-Site Maintenance Agreements* are available with several levels of response time and coverage... so that you may select the support level best suited for your system usage. For example, if you are within 100 miles of a primary service office, the support available ranges from next-weekday repair to 4-hour response, 24 hours per day, 7 days a week.
- For organizations with multiple Series 100 systems, a *Volume On-Site Maintenance Agreement* provides scheduled weekly repair visits at your central location if you are located within 100 miles of an HP Service Responsible Office. A contract can be written for any combination of 25 or more workstation products—processors, discs, printers, or plotters—all at low Field Repair Center Agreement rates.

Hewlett-Packard Field Repair... The "Directory" section of this booklet lists HP repair locations worldwide—including HP Field Repair Centers. If there is no Repair Center in your country, contact an HP Sales and Service Office for assistance—ask for "Computer Customer Engineering."

Maintenace by Your Local Dealer

The HP dealers who are designated as Personal Computer Dealer Repair Centers provide maintenance at their location; many also offer maintenance contracts which include additional services such as pickup-and-delivery or loaner equipment.

Dealer Repair Centers... Many Hewlett-Packard dealers are Authorized HP Personal Computer Dealer Repair Centers. To find the nearest Dealer Repair Center:

- In the U.S., call 800/835-HPHP
- In other countries, call your HP Sales and Service Office—ask for "Personal Computer Dealer Sales."

Maintenance by Your Own Personnel

If yours is a large organization, cooperative support may be the most economical alternative. Self-paced maintenance courses, service manuals, parts, exchange assemblies, and technical assistance are available from HP.

Warranty Statement

90-Day Limited Warranty

Hewlett-Packard warrants its computer hardware products against defects in materials and workmanship for a period of 90 days from receipt by the end user. During the warranty period, HP will either, at its option, repair or replace products which prove to be defective.

Should HP be unable to repair or replace the product within a reasonable amount of time, Customer's alternate exclusive remedy shall be a refund of the purchase price upon return of the product.

Customer Responsibilities

This warranty shall not apply to defects resulting from: improper or inadequate maintenance by customer; customer-supplied software or interfacing; unauthorized modification or misuse; operation outside of the environmental specifications for the product; or improper site preparation and maintenance.

Obtaining Service

To obtain warranty service, products must be returned to a service facility designated by HP. HP may repair on-site at the option of the customer. Customer is responsible for travel charges when on-site repair is requested.

If a twelve-month On-Site Maintenance Agreement is purchased within ten days of equipment delivery, warranty will be upgraded from return-to-HP to on-site free of charge.

Customer shall prepay shipping charges for products returned to HP for warranty service and HP shall pay for return of the products to customer. However, customer shall pay all shipping charges, duties, and taxes for products returned to HP from another country.

Limitation of Warranty

HP makes no other warranty, either expressed or implied, with respect to this product. HP specifically disclaims the implied warranties of merchantability and fitness for a particular purpose. Some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. However, any implied warranty of merchantability or fitness is limited to the 90-day duration of this written warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state, or province to province.

Exclusive Remedies

The remedies provided herein are customer's sole and exclusive remedies. In no event shall HP be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Obtaining Service During or After Warranty

During the warranty period

If your hardware should fail during the warranty period, follow the test procedures in the system manuals, then bring the failed piece of equipment to an Authorized HP Personal Computer Dealer Repair Center—or send the equipment to one of the HP Field Repair Centers listed in the "Directory" section of this booklet.

If you are uncertain about which unit to return, call the Field Repair Center for assistance. If there is no Field Repair Center in your country, contact your Authorized HP Series 100 Dealer or your HP Sales and Service Office for instructions.

- When sending equipment to a Field Repair Center, enclose the attached Repair Information Form, use the original shipping container, if possible, and insure the shipment.
- If you purchased a twelve-month On-Site Maintenance Agreement within ten days of equipment delivery, your on-site coverage has been extended to include the warranty period. Please fill out the reverse side of the attached Repair Information Form before you call.

After the warranty period

If your hardware should fail after the warranty period, follow the test procedures in the system manuals, then contact an Authorized HP Personal Computer Dealer Repair Center—or request service under your HP Field Repair Center or HP On-Site Maintenance Agreement. If you do not have a Maintenance Agreement, arrange for either repair center service or on-site service on a per-incident basis.

- When sending equipment to a Field Repair Center, enclose the attached Repair Information Form, use the original shipping container, if possible, and insure the shipment.
- When telephoning for on-site service, please fill out the reverse side of the attached Repair Information Form before you call.

Call your Authorized HP Series 100 Dealer or your HP Sales and Service Office for details of the services available in your area.

Repair Information Form

If you are shipping your product for repair, please fill out this form and enclose it with your shipment. Repair cannot begin until we have this information.

If you are telephoning for on-site service, please fill out the reverse side of this form before you call.

Who is returning the equipment?

Company/Institution _____ Date _____

Person to Contact _____ Phone _____

Alternate Contact _____ Phone _____

Return Shipping Address: Special Shipping Instructions

_____ _____

_____ _____

_____ _____

How will the repair be paid for?

Check one of the three boxes and fill in the information in that section:

☐ *Warranty*
Purchased/Received Date _____
Enclose proof of purchase or receiving document indicating original received date.

☐ *Maintenance Contract*
Contract No. _____

☐ *Order*
Except for contract and warranty repairs, a purchase order number and/or authorized signature must accompany your request for service. If standard repair prices do not apply, a minimum purchase order is required. Standard repair prices may be obtained by contacting the Repair Center.

Purchase Order No. _____

Billing Address: Special Billing Instructions:

_____ _____

_____ _____

_____ _____

Authorized Signature _____ Phone _____

Over

What is being sent?

Model No. _____ Serial No. _____

Be sure that you have followed the test procedures described in the product manuals—so that you are returning the failed unit from your system. If you are uncertain about which unit to return, call the Field Repair Center for assistance. Please list the equipment shipped but not connected to the main unit (keyboard, cables, etc.).

Do not ship accessories which are not required to complete the repair (manuals, cleaning supplies, etc).

1. _____ 3. _____
2. _____ 4. _____

What needs to be done?

1. Describe how the failure appears.

2. Perform the tests described in the product manuals. What error messages were displayed during the tests? Please attach any relevant plots or printouts.

3. If failure is intermittent, how long does it take between failures?

4. Is the unit connected to any of the following? (Give manufacturer and model number.)

 a. Disc Unit _____ e. Acoustic Coupler _____
 b. Plotter _____ f. Another Computer _____
 c. Printer _____ g. Terminal _____
 d. Modem _____ h. Other _____

5. Additional comments:

Thank you.

Directory

Worldwide Sales and Support

Hewlett-Packard products are sold and supported worldwide—through HP offices and through dealers.

- ***To locate a dealer...*** call 800/FOR-HPPC in the U.S. or call your local HP Sales and Service Office—ask for "Personal Computer Dealer Sales."
- ***To contact Hewlett-Packard...*** There are more than 240 HP Sales and Service Offices worldwide; to locate the one nearest to you, check your telephone directory or contact one of the major HP offices listed.

Argentina

★ Martinez
Phone: 798-6086

Australia

★ North Ryde, N.S.W.
Phone: 02/887-1611

★ Blackburn, Victoria
Phone: 03/890-6351

Austria

★ Vienna
Phone: 222/3516210

Belgium

Supplies: 02/762-3200

★ Brussels
Phone 02/762-3200

Brazil

★ Alphaville, Barueri
Phone: 011/421-1311

Canada

Software Assistance:
1-800/267-6115
(in English and French)

Supplies: 514/697-4232

★ Edmonton, Alberta
Phone: 403/452-3670

★ Richmond, British Columbia
Phone: 604/270-2277

★ Mississauga, Ontario
Phone: 416/678-9430

Chile

HP Distributor:
Olympia (Chile)
Santiago
Phone: 2/25-5044

Denmark

★ Birkeroed
Phone: 2/81-66-40

El Salvador

HP Distributor
IPESA
San Salvador
Phone: 503/26-6858

Finland

★ Espoo
Phone: 90/455-0211

★ Jyvaskyla
Phone: 41/216318

★ Oulu
Phone: 81/338785

France

Supplies: 6/928-32-64

★ Les Ulis
Phone: 1/9077825

Guatemala

HP Distributor:
IPESA
Guatemala City
Phone: 2/31667

Hong Kong

★ Wanchai
Phone: 5/832-3211

Italy

★ Cernusco Sul Naviglio
Phone: 2/903691

Japan

Yokogawa-Hewlett-Packard

★ Osaka
Phone: 6/304-6021

★ Sagamihara
Phone: 427/59-1311

★ Tokyo
Phone: 3/331-6111

Malaysia

★ Kuala Lumpur
Phone: 03/943-022

Mexico

★ Xochimilco, Mexico City
Phone: 905/676-8895

The Netherlands

Supplies: 020/47-06-39

★ Amstelveen
Phone: 020/472021

New Zealand

Pakuranga
Phone: 9/68-7159

Norway

★ Oesteraas
Phone: 2/17-11-80

Puerto Rico

Carolina
Phone: 809/762-725

Saudi Arabia

★ HP Distributor:
Modern Electronics
Riyadh
Phone: 01/4919715

Singapore

★ Singapore
Phone: 631788

South Africa

Supplies: 802-5111
53-7954
28-4178

★ Sandton, Transvaal
Phone: 11/802-511

★ Full Field Repair Center capabilities.

Spain

* Mirasierra, Madrid
 Phone: 91/734-1162

Sweden

* Spanga
 Phone: 8/750-2000

Switzerland

Supplies: 057/31-22-54 or 31-22-59

* Widen
 Phone: 57/31-21-11

Taiwan

* Taipei
 Phone: 2/712-0404

United Kingdom

Supplies: 0734/79-2868 or 0734/79-2959

* Altrincham
 Phone: 61/928-6422
* Winnersh, Wokingham
 Phone: 734/784-774

United States

For assistance before your purchase, to locate an HP dealer, or to obtain your local Phone-In Software Assistance number: 800/FOR-HPPC

Hardware maintenance information or Dealer Repair Center locations: 800/835-HPHP

Computer Supplies:
—All states except California, Alaska, and Hawaii: 800/538-8787.

—In Calfornia, Alaska, and Hawaii: 408/738-4133 (collect)

* Santa Clara, California
 Phone: 408/988-7000
* Los Angeles, California
 Phone: 213/970-7500
* Englewood, Colorado
 Phone: 303/771-3455
* Atlanta, Georgia
 Phone: 404/955-1500
* Rolling Meadows, Illinois
 Phone: 312/255-9800
* Rockville, Maryland
 Phone: 301/948-6370
* Andover, Massachusetts
 Phone: 617/861-8960
* Novi, Michigan
 Phone: 313/349-9200
* Paramus, New Jersey
 Phone: 201/265-5000
* King of Prussia, Pennsylvania
 Phone: 215/265-7000
* Richardson, Texas
 Phone: 214/231-6101

Venezuela

* Caracas
 Phone: 2/239-4133

West Germany

Supplies: 07031/142829 or 07031/223133

* Boeblingen
 Phone: 7031/667750

* Full Field Repair Center capabilities.



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Sunnyvale, CA 94086

In Europe: Hewlett-Packard S.A.
150, Route du Nant-d'Avril
P.O. Box
CH-1217 Meyrin 2
Geneva, Switzerland

Other International Locations:
Hewlett-Packard Intercontinental
3495 Deer Creek Road
Palo Alto, CA 94304

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